

H&H INSURANCE SERVICES, INC.

June 19, 2015



The Honorable Tom Wheeler
Chairman
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Re: GN Docket No. 13-5, Technology Transitions; GN Docket No. 12-353, AT&T Petition to Launch a Proceeding Concerning the TDM-to-IP Transition; WC Docket No. 05-25, Special Access for Price Cap Local Exchange Carriers.

Dear Chairman Wheeler,

As Vice President and Officer Manager of H & H Insurance Services, Inc., I am writing you to share my concerns about maintaining a competitive marketplace in the telecommunications industry.

My company relies on the ability to choose from a large variety of quality Telecommunications carriers to deliver a variety of voice and Internet services so we can best serve our customers. For many years, we have used TDS Metrocom (TDS) as our preferred provider that delivers not only reliable technology, but also at the level of quality and flexibility we require. In addition, TDS stays in touch with us to ensure they are satisfying our business needs. In the past, we have had to spend countless time on "hold" on the phone or "chat" online with other major telecommunications carriers to address concerns or issues. TDS Metrocom is readily accessible and works with our small company to serve our needs.

With IP-based communications becoming more the norm, having choice becomes even more important. If robust competition is restricted in the marketplace, my ability to serve my own customers could be harmed by the lack of individualized solutions and value based pricing such as what TDS provides us today. In my view, The FCC must focus its efforts on maintaining a healthy level of competition in the Telecommunications industry as the network technology moves to IP.

If we are limited to a choice between only one or two providers, I am very concerned we will not be able to afford or use the services we need due to the ability of the remaining carriers to extract higher prices for limited products.

Sincerely,

A handwritten signature in cursive script that reads 'Vera Pyawasay'.
Vera Pyawasay
H & H Insurance Services, Inc.

cc: Commissioner Mignon Clyburn
Commissioner Jessica Rosenworcel
Commissioner Ajit Pai
Commissioner Michael O'Rielly
Jonathan Sallet
Matthew DelNero
Howard Symons
Matthew Loch